



IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicants:	Anil Kumar Annadata; Wai H. Pak; Mingte Chen; Henry D. Jay		
Assignee:	Siebel Systems, Inc.		
Title:	System And Method For Maintaining Real-Time Agent Information For Multi-Channel Communication Queuing		
Serial No.:	09/823,770	Filed:	March 31, 2001
Examiner:	Quynh H. Nguyen	Group Art Unit:	2642
Docket No.:	SBL0002US	Client Ref. No.:	SIEB060/US

Austin, Texas
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PRELIMINARY AMENDMENTS AND REMARKS

Dear Sir:

This paper and the accompanying Request for Continued Examination (RCE) are being submitted in response to the Final Office Action dated July 30, 2004, having a shortened statutory period set to expire on November 24, 2004 (the mailing date of the Advisory Action). Accompanying this response is a one-month Petition Under 37 C.F.R. § 1.136 for Extension of Time setting a new time for response of December 24, 2004. Further examination and reconsideration are respectfully requested in view of the following amendments and remarks.

Amendments to the Specification begin on page 2 of this paper. Applicants noticed that the title, inventors, and summary were incorrect in the Substitute Specification filed on August 1, 2001, and have corrected these mistakes in this paper.

Amendments to the Claims begin on page 5 of this paper.

No amendments to the Drawings are presented in this paper.

Remarks begin on page 11 of this paper.